

Team Metro Services Available

Team Metro is the County department established to improve public access to Miami-Dade County government. Team Metro is dedicated to helping citizens and neighborhoods benefit from the large number of county services offered in Miami-Dade County.

Team Metro staff answers questions, cut through governmental red tape and help resolve neighborhood concerns. Code compliance experts can assist you in resolving everything from overgrown lots and illegal signs to graffiti and junk and trash removal.

Planning a trip? Team Metro also has the services to assist you in your jour-

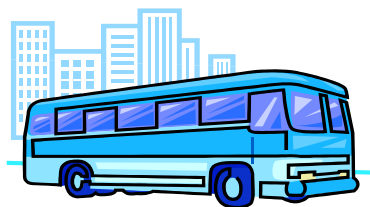
ney. Whether you're traveling down the road heading to the mall, or you're planning a voyage that will take you out of the country,

You may obtain transit passes and tokens, bike/rail passes, baby stroller permits, and passport applications at all Team Metro locations. Golden Passports are also available for senior citizens ages 65 and over and disabled individuals with letter of proof of disability for use on local transit. Not only that, dog licenses are also available for you to register "Fido."

Why run around town when you can get all these services conveniently ren-

dered at your friendly, local Team Metro office?

The Team Metro Melrose office is located at 2340 NW 27 Avenue. For more information on services and other Team Metro locations, log on to www.miamidade.gov/teammetro.



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Team Metro

Dear Neighbor:

The Melrose community once again takes time to shine! Team Metro's P.R.I.D.E. Week 2005 was a great success! Neighborhood children, adults and business owners came out to beautify and show pride in their community.

The week's events were kicked off by the Miami River Boat Tour on Monday April 4th, which provided an opportunity to see the old, the new and hear about the soon to come on our historic river. This was followed by the Melrose Elementary P.R.I.D.E. Pep Rally and Games which were filled with enthusiasm; also included in the weeks activities was the Airport Triangle Clean-up, the Melrose Community P.R.I.D.E. Night Out, which took us out into the streets of our community to meet and greet our neighbors and find out what their needs were; the Stop the Violence Event which truly demonstrated our community youths commitment to ending violence in their lives. It was a life changing event for all those whom participated and will bring us all a brighter tomorrow.

The week came to a close with our wonderful celebration honoring those who donate their time and talents throughout the year, allowing this community to shine everyday, not only during P.R.I.D.E. week. We recognized Roger Lorenzo as the Melrose 2005 Making a Difference Award recipient.

Special thanks to our 2005 P.R.I.D.E. Week partners and sponsors: Miami Dade Police Department Northside and Airport Districts, Solid Waste Management, Melrose Elementary School, Regis House, Troy Community Academy, SkyChef, Miami River Commission, Bubba Gump Restaurant, Amerigroup, Frito Lay, Greater Miami Services Corps, Department of Health, M.U.J.E.R., ASPIRA, Lofflers Catering, Master Host Caterers, Martha's Courthouse, Produce Connection, Century Supermarket, Jaguey Bakery, Mario Franqui, and Sedano's. As a result of your generosity, we had the most successful P.R.I.D.E. Week ever.

We invite you to take time to read through this special edition of our newsletter, so that you too can still take part in these great events!

Sincerely,

Team Metro Melrose Staff

Team Metro Melrose Wins Second Sterling Award

On Thursday, February 3, 2005, Team Metro Melrose received the Sterling Award for Best Community Impact at The Signature Grand Ballroom in Davie, Florida for the second consecutive year. The annual event included seminars, showcase competition, and storyboards of accomplishments from various public and private organizations. This prestigious award recognizes the best quality professionals in South Florida in a variety of disciplines.

The Team Metro Storyboard highlighted community issues and needs, the overall improvements made in Melrose and adjacent communi-

ties over the past year, and also gave examples of people who have benefited from their efforts.

This year's theme was "Lifesavers." The storyboard explained the program in which residents are assisted in situations that changed or saved lives, and assisted people in "staying afloat" in situations when all hope was lost and had no where to turn for direction or assistance.

We are honored to have had the opportunity to represent Team Metro & Miami-Dade County in receiving this award as we strive to improve the quality of life for the residents of our county.



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Team Metro Melrose Employee of the Quarter– Maribel Garcia

Team Metro Melrose is proud to present the Employee of the Quarter Award to Information and Referral Specialist, Maribel Garcia. This award is given to a staff member whose exemplary performance and quality customer service stands out from the rest.

Maribel has received three-time recipient of the Team Metro Star Service Award for her great, customer service.

Ms. Garcia was awarded Employee of the Quarter after being selected by her supervisors and peers for her efficiency and handling of the front desk.

“No matter where I go...everyone has wonderful things to say about her,” wrote Outreach Specialist Maggie Mestre when she nominated Maribel.

Maribel joined the county in December 1999 as a Building

Code Enforcement Clerk in the Building Department. She then joined Team Metro Melrose in May 2002; where she has been assisting walk-in guests and dealing with phone inquiries efficiently. She also handles direct sales for all the services rendered by Team Metro. Her greatest assets are her versatility and endless pursuit of “Delivering Excellence Every Day.” **Congratulations Maribel, for a job well done!**



2004 Miami-Dade County Employee of the Year

Each year, Miami Dade County recognizes employees in four categories for Employees of the Year; these include Public Safety, Logistical Support, Customer Service/Delivery and the Bacallao Lifetime Achievement Award. It is with great pleasure that Team Metro Melrose recognizes two nominees for the 2004 Miami Dade County Employee of the Year Award from our very own Melrose Neighborhood Service Center staff. Dany Berthold-Moise, Neighborhood Compliance Officer, has been selected as a nominee for the Customer Service/Delivery and Suzanne Salichs, Regional Coordinator, has been selected as a nominee for the Bacallao Lifetime Achievement Award.

The Customer Service/Delivery Award is given to the employee that has demonstrated excellent customer service through providing information and linkages to County services and direct services to

County residents. These individuals recognize that our success is contingent on providing the best possible service to the community in the most friendly, welcoming and courteous manner possible.

The Bacallao Award is a life time achievement award that was named after Mr. Jose Bacallao, an exemplary employee from the County Manager's Office, who passed away suddenly in 2003. This category recognizes an employee with at least 20 years of service and a high degree of volunteerism. The nominee's dedication to public life goes far and above normal requirements. They unselfishly contribute to the community as a volunteer.

Both awards are very prestigious and are a great honor to receive, as the nominees are selected from over 28,000 county employees. Suzanne Salichs was one of only six nominees county-wide, and Dany, was

one of seventeen nominees, which is a true demonstration of how selective this process is. The winners will be announced at the Miami-Dade County Employee Appreciation Picnic, to be held on Saturday, May 7, 2005, at Crandon Park. We are all very proud to have these ladies on our TEAM.

Please join us in congratulating both Dany and Suzanne on their nominations and on wishing them both the BEST of LUCK!



Pictured are Dany Berthold-Moise, Team Metro Melrose Neighborhood Compliance Officer, left and Suzanne Salichs, Team Metro Melrose Regional Coordinator, right.

Citizens' Academy Informs Participants of County Services

The Team Metro Citizens' Academy just completed its Winter 2005 Semester at the Melrose Neighborhood Service Center. The turn out was GREAT, with over 20 participants. The students ranged in age and culture, but shared a common interest in county government and how it impacts their lives.

The Citizens' Academy which is designed to provide residents, merchants and com-

munity individuals with information and resources regarding county government and the multitude of services available, took these dedicated citizens on a thirteen week journey through fifteen county departments. Academy students had the opportunity to meet the people responsible for providing county services, gain insight to how the county operates, and learn how residents and other members of the community can take an active role.

At its completion, participants had an increased understanding of the operation of the various county departments that impact the quality of life in Miami-Dade County. We hope to see and hear a lot more of our graduates and look forward to their continued partnership in the Melrose community. Congratulations to all of you!

April Is Fair Housing Month

Housing Opportunities Project for Excellence, Inc. (H.O.P.E., Inc.) is a private fair housing, not-for-profit, 501 (c) 3 corporation established in 1988, one of three in Florida dedicated to eliminating housing discrimination and promoting fair housing. H.O.P.E., Inc. employs a three-tiered system of private enforcement, education outreach and counseling to achieve its mission to affirmatively further fair housing. Its programs are designed to ensure people are offered the right to select housing of their choice without discrimination based on race, religion, color, national origin, sex, disability, marital or familial status, or such other protected

classes as may be conferred by federal, state or local laws. H.O.P.E., Inc. is the only private not-for-profit fair housing organization in South Florida engaged in testing for fair housing law violations and pursuing enforcement of meritorious claims. Since its inception, it has achieved settlement for victims of housing discrimination cases in excess of \$6.7 million dollars.

In support of national Fair Housing Month, Housing Opportunities Project for Excellence, Inc. (H.O.P.E., Inc.) is sponsoring a Fair Housing Workshop entitled “Bridging the Gap: Leveraging Human Capital, Social Capital and Financial Resources to Ensure Fair and

Equal Housing Opportunities.” The workshop will take place on April 29, from 9:30 a.m. – 11:30 a.m., at the Sheraton Biscayne Bay Hotel, 495 Brickell Avenue. The workshop is being presented by Community Development Expert Thomas Zuniga, Director of the South Florida Community Training Institute at Florida International University. Immediately following the workshop is the 12th Annual Fair Housing Luncheon with Keynote Speaker T. Willard Fair, President & CEO of the Urban League of Greater Miami. For additional information regarding these events, please contact H.O.P.E. at (305) 651-HOPE (4673).

Melrose Consumer Credit Counseling Workshops

How do I create a budget to pay my credit cards and the rest of my bills? What is identity theft? Is bankruptcy my best option? What should I do if I have a dispute with my credit report?

Most people, even experts, usually do not have all the answers when it comes to credit.

To solve this dilemma, Team Metro Melrose together with co-sponsors Consumer Credit Counseling

Service and Commerce Maritza Ortega, Outreach Bank joined forces and created an eight week, one-hour workshop in the efforts of helping attendees understand how credit works, budgeting, and providing them information on home and car buying.

“Unfortunately, too many people with credit use it as if it were free money. By the time they get the bill and realize how much they have to pay, they've dug themselves into a big hole,” said

Participants of this innovative event acquired invaluable knowledge that not only educated them about the topics covered, but also helped them make better choices which could help their life.

Special thanks to our sponsors and partners Ms. Melanie Garman of Commerce Bank and Ms. Barbara Babcock of Consumer Credit Counseling Service of South Florida.

For more information call Consumer Credit Counseling Service at (305) 893-5225, or log on to



2005 P.R.I.D.E. Week Poster Contest Winners

.Students county-wide showed pride in their community by creating posters for the Team Metro P.R.I.D.E. Week Poster Contest. This event is held in celebration of Team Metro's Neighborhood P.R.I.D.E. Week.

The children showed their talent to inform citizens how they can take pride in bettering their communities by cleaning up and recycling.

The children showed

Brian Cabezas from Maya Angelou Elementary and the third place winner was Kelvin Brito of Comstock Elementary. The overall county winner was Auntron Cooper from Chapman Elementary. Congratulations to all the winners and thank you to all the participants for your great artwork.

Winning posters



Pictured from left to right: Ms. Ailene Bill, Kensington Park teacher, Elizabeth Cano, Suzanne Salichs, Team Metro Melrose Regional Coordinator, and Adriana Pineda, Outreach Specialist.

ILLEGAL DUMPING

What can you do if you see someone that is illegally dumping without putting yourself in danger?

Try to obtain a description of the vehicle, the color, what kind of vehicle, and if possible the tag number.

WHO CAN YOU CALL?

TO REPORT ILLEGAL DUMPING IN PROGRESS
CALL 911.

TO REPORT AN ILLEGAL DUMPING COMPLAINT ADJACENT TO YOUR BUSINESS CALL THE MIAMI-DADE SOLID WASTE DEPARTMENT AT (305) 514-6700.

TO REPORT AN ILLEGALLY DUMPED VEHICLE OR BOAT TRAILER CALL TEAM METRO MELROSE AT (305) 638-6800.

TO REPORT ILLEGALLY DUMPED CONTAINERS OR DRUM BACKETS (HAZARDOUS WASTE/CHEMICALS) CALL DERM COMPLAINT DESK (24 HOURS) AT (305) 372-6955.

HOME OWNERS HAVE TWO FREE BULKY PICK UPS A YEAR OF UP TO 25 CUBIC YARDS OR ONE OF 50 CUBIC YARDS. TO SCHEDULE A PICK UP CALL (305) 594-1500.

WE NEED YOUR ASSISTANCE TO KEEP OUR
NEIGHBORHOOD CLEAN AND SAFE!
THANK YOU!

Team Metro Youth Leaders in Government Academy

Team Metro Melrose is once again reaching out and thinking outside the box. In partnership with Troy Community Academy, the Melrose office outreach staff has put together an innovative curriculum for high school students that provides an overview of local, state and federal government and the vast array of services that Miami-Dade County provides in a 12-week program. The sessions provide informative presentations tailored towards students while engaging them in thought and dialogue.

The classroom instruction is complemented with field trips that are filled with fun and interactive learning. Some of the field trips that have been part of the program thus far include a trip to the Stephen P. Clark Center, where the students

had an opportunity to visit County Hall and see where County officials conduct business. Our Solid Waste Management Department provided a wonderful tour of the Solid Waste Resources Recovery Center, allowing the class to see first hand where our garbage goes which we followed with a tour of All Florida Scrap Metal; giving them a true awareness of how important it is to recycle. Another field trip took the students to a visit of the courts, with a sit in on real criminal hearings and a wonderful presentation by the Honorable Judge Sheldon Schwartz.

Staff teaching and coordinating the curriculum emphasize the importance of civic responsibility and volunteerism, and promote career opportunities within government as

possible choices available to students.

The program is in its second semester and all involved are looking forward to this continued partnership.



Judge Sheldon Schwartz (left, front row), 11th Judicial Circuit Court of Florida, joins Team Metro Melrose Staff in presenting certificates to Troy Community Academy students.

Team Metro Melrose Sponsors Troy Academy Non-Violence Workshop

The Team Metro Melrose Office sponsored the first Annual Troy Community Academy Non-Violence Workshop on April 7th, 2005, as part of their P.R.I.D.E. events. The event was a perfect example of the government and community working together in assisting youth to achieve life changes that will impact the community as a whole.

Fernando Colon, Associate Director of ASPIRA of Florida, Inc led the teenagers in role play skits that demonstrated the art of mediation and the success that this approach can have as an alternative to violence. Mr. Colon followed the

Breakout groups gave the students an opportunity to share their own experiences and talk about the changes that they thought they might achieve after seeing the presentations. It also provided a venue for interaction with the dedicated facilitators that took from their busy day to share, guide and assist these teens. The facilitators included Fernando Colon, Richard Hernandez and Aura Muniz of ASPIRA of Florida, Inc., Lourdes Gonzalez, Orlando Liscano, Diana Oviedo and Shatara Piedrasanta of Regis House, Inc., Ana Obregon of M.U.J.E.R. Inc., Lieutenant Delma Noel-Pratt, Lieu-

tenant Michael Dieppa, Sergeant Orlando Reyes, and Officer Victor Milian of Miami Dade Police Department, and Suzanne Salichs, Maritza Ortega, Joseph Olivares, Adriana Pineda and Maggie Mestre of the Team Metro Melrose Office.



Fernando Colon, center, talks to Troy Academy students about non-violent ways for conflict resolution.



2005 Melrose P.R.I.D.E. Week

